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November 10, 2008

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H. *J. Fielding*
Director and Health Officer

SUBJECT: **REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDERS N04-0691 WITH TRINUS CORPORATION, N04-0678 WITH STAFF TECH, INC., AND REQUEST THAT THE INTERNAL SERVICES DEPARTMENT ISSUE A NEW WORK ORDER FOR A PRINCIPAL .NET SOFTWARE ENGINEER.**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend the current ITSSMA Work Orders as described herein:

1. ITSSMA Work Order N04-0691, with Trinus Corporation, to extend the term through June 30, 2009 and increase the total maximum amount by \$88,800, from \$74,000 to \$162,800.
2. ITSSMA Work Order N04-0678, with Staff Tech, Inc., to extend the term through June 30, 2009 and increase the total maximum amount by \$67,360, from \$74,000 to \$141,360.

Both of the above work orders are for .Net programming. Previously, the Department had two additional .Net programmer work orders open at a total cost of \$129,146. These work orders have expired and have since been terminated.

Additionally, DPH is requesting that ISD issue a new work order for a Principal .Net Software Engineer. On September 30, 2008, ISD issued a Work Order Solicitation for this position. The maximum amount for the new work order will be \$125,000. The new total project amount for will be \$429,160.

In accordance with ITSSMA Guidelines, prior Board notice is required for work orders that will exceed \$300,000. These related work orders exceed that amount in aggregate.

BACKGROUND

The Department of Public Health (DPH) has developed custom software applications to support various programmatic and administrative functions which include:

Children's Health Outreach Initiative Information System (CHOI),
Nursing Practice Management System (NPMS),

Office of Women's Health Information System (H²RS),
Assignment Tracking,
Medi-Cal Administrative Activities (MAA),
Patient Satisfaction Survey (PSS),
Executive Dashboard

These applications have been in production for some time and require routine application software maintenance. In addition, there are a number of new application development projects which will require routine maintenance once completed.

SCOPE OF WORK

The scope of work for the current and requested work orders includes .NET programming and the following activities in support of the developed applications:

- Perform all roles in IT software development, which may include the role of lead programmer.
- Perform routine and non-routine maintenance functions for DPH's various .NET applications.
- Attend development meetings to obtain a better understanding of customer needs or application enhancement coding changes required.
- Document all development work performed.
- Consult with Public Health Information Systems (PHIS) operations regarding configuration and deployment methodologies.
- Work with PHIS Help Desk, PHIS operations, and DPH Program Offices to resolve user issues dealing with DPH's various .NET applications.
- Work with PHIS technical staff to perform knowledge transfer.
- Making software modifications to improve the project's operational effectiveness.

JUSTIFICATION

This request to amend the referenced Work Orders is needed in order to continue highly technically skilled support for DPH which is critical to the Department's operations.

DPH does not currently have staff with the requisite technical skills or knowledge to perform the required tasks. DPH has been unable to hire additional staff in order to perform these services and therefore must augment its workforce through the use of these consultants. DPH relies on these consultants with highly specialized training to supplement existing County staff to ensure these systems continue to function properly. These consultants have developed an intimate knowledge of our existing legacy applications, which are critical to the daily operations of the Department. The continued use of these consultants will eliminate potential learning curve issues that might arise if different consultants were obtained to perform these same services. If the Department were not able to obtain the technical services and skill set provided by the consultants, the lack of ongoing support and enhancements could adversely affect the department's ability to effectively and efficiently carry out its required goals and objectives.

DPH is continuing its efforts to attract qualified permanent staff. Although several information technology examinations have been administered to bring in appropriately skilled individuals to perform these services, the results have not yet proved successful.

FISCAL IMPACT

The consultants' hourly rate for these time and material Work Orders will remain the same through the extended terms of the Work Order. Sufficient funds for this project are available in the Department's budget.

VENDOR	WORK ORDER No.	Work Order Current Maximum Amount	Proposed Increase for 2008-2009	Work Order New Maximum Amount
Cal2Cal	N04-0629	\$ 81,648	\$ 0	N/A
Commercial Programming Systems, Inc.	N04-0679	\$ 47,498	\$ 0	N/A
Trinus Corporation	N04-0691	\$ 74,000	\$88,800	\$162,800
Commercial Programming Systems, Inc.,	N04-0678	\$ 74,000	\$ 67,360	\$141,360
(NEW) TBD	TBD	\$ 0	\$125,000	\$125,000
TOTALS		\$277,146	\$281,160	\$429,160

NOTIFICATION TIMELINE

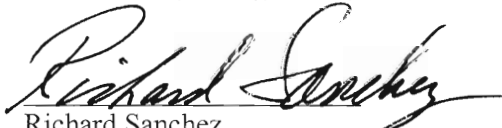
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term of these Work Orders and increase the maximum dollar amount. If no objection is received from your Board by November 27, 2008, we will request ISD to proceed with the amendments of these Work Orders.

If you have any questions or require additional information, please let me know.

JG:rb:jrc

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Interim Chief Information Officer

11-17-08
Date